

HP Tagging and Packaging Services



Gain greater control over PC security

Service overview

HP Tagging and Packaging Services provide a variety of service options, ranging from HP-supplied predefined layouts, customer-supplied labels, and security tagging services. HP's factory processes help ensure that labels are consistently printed and affixed according to manufacturer standards and customer requirements. These services are available globally on most HP commercial notebooks, workstations, thin clients requiring an OS, desktops, and retail point-of-sale (RPOS) systems. With Tagging and Packaging Services, you can gain tighter control over your assets and reduce the risk of loss or theft.

HP Tagging and Packaging Services include:

- HP Standard Asset Tagging Service
- HP Customer-Supplied Asset Tagging Service
- HP Custom Security Tagging Service
- HP Custom Logo Printing Service
- HP Predefined Asset Tagging Service
- HP Security Tagging Service
- HP Drop-in PC Packaging Service

HP Standard Asset Tagging Service

With this service, HP will affix standard asset labels with customizable features and tag strings into factory-printed labels. This service includes systematic replication of the asset tag number on packaging labels, an integrated reporting capability of three (3) business days after the device is shipped from the factory, and customizable parameters and artwork layout. HP offers the customer several choices of label sizes, placement options, and customization features, which enables them to integrate labels with their internal standard asset tracking and management processes in a flexible manner.

THIS SERVICE:

- Does not require the customer to provide specific instructions and cautions for affixing the tags or labels (e.g., no special glue, non-standard tags, or labels)
- Includes a customer-defined combination of fields
- Provides customer-defined asset number range management (tag on the product only)
- Includes a choice of date formats among HP proposed models
- Provides the ability to override the HP default data description text preceding the data value
- Provides a customer logo printed rendering in black and white (no color or grayscale)
- Includes standard HP material and standard HP-defined placements
- Provides the option of affixing the asset tag on the product or packaging
- Allows for the following label sizes: 45 mm x 40 mm, 50 mm x 20 mm, 50 mm x 30 mm, 63 mm x 30 mm, and 75 mm x 40 mm
- Provides asset number (if applicable) reporting in HP's shipment database within three (3) business days after the product is shipped from the HP factory
- Replicates the asset number on the product packaging (if included in defined fields)

SERVICE LIMITATIONS:

- Customer-defined materials are not included with this service

HP Customer - Supplied Asset Tagging Service

With this service, HP will affix customer-procured and customer-provided asset tag labels on HP-ordered PC products and provide an integrated reporting capability of three (3) business days after the product is shipped. This service dramatically reduces the time it takes to affix asset labels.

HP offers multiple placement options of supplied labels and an integrated reporting capability for linear barcodes (1D), as well as replication of the asset tag number on packaging labels for linear barcodes (1D).

THIS SERVICE:

- Allows the customer to choose among standard HP-defined placements
- Provides the affixing of an asset tag on the product or packaging
- Reports the asset numbers if available as a linear barcode (1D) in HP's shipment database within three (3) days after the product is shipped from the HP factory
- Replicates the asset number on the packaging (if included in defined fields)
- Requires that HP and the customer agree on the first delivery date
- Requires that the customer ship labels to HP-provided destinations at least 10 business days prior to the agreed-upon first delivery date
- Requires the customer to verify label compliance with RoHS

HP Customer - Supplied Asset Tagging Service (continued)

SERVICE LIMITATIONS:

- Customer asset numbers are not systematically applied in sequential order
- Reporting and replication of the asset numbers that are not in the linear barcodes (1D) format are not included with this service

HP Custom Security Tagging Service

With this service, HP will affix customized anti-theft tags and provide a database management system, which improves the security and asset management of the customer's equipment. Any lost or stolen PC with an HP Custom Security Tag that is recovered will be shipped back to the customer free of charge.

THIS SERVICE:

- Provides a choice among standard HP-defined placements
- Provides customer-defined asset number range management
- Provides the affixing of a tag on the product
- Provides asset number reporting in HP's shipment database within three (3) business days after the product is shipped from the HP factory
- Replicates the asset number on the product packaging only if requested
- Provides automatic asset registration into the Oxygen StopTrack global database to improve the recovery of lost or stolen devices
- Includes the affixing of labels with special glue
- Includes the security feature of a non-removable indelible red imprint on the chassis if the security label is removed (resists a pull force up to 400 kg)
- Requires the customer to report lost or stolen equipment on stoptrack4hp.com
- Provides for the return of retrieved equipment (if found and reported) to the owner

SERVICE LIMITATIONS:

- Non-HP standard placement is not available with this service
- The ability to remove the HP Custom Security Tags (e.g., for recycling or reselling purposes) is not part of this service

HP Custom Logo Printing Service

This service leverages HP's integration capabilities to personalize an HP device with a visible custom logo or text on the exterior of a device to clearly identify company ownership and improve security of the device.

THIS SERVICE:

- Provides the customer with a choice of standard HP-defined placements or customer-defined placements. If a customer would like to define placement, they can provide a photograph indicating the location where they would like the logo printed on the device or HP can propose the best alternative location depending on customer need; customer-defined placements are subject to HP analysis and approval
- Allows the customer to select from four different processes: laser engraving, ink-pad printing, ink-silk screen, or UV Printing (where regionally available)
- Applies the customized artwork (e.g., a company logo) on the product's outer shell
- Requires that the customer provides the logo, text, and/or artwork to HP
- Requires that the customer adheres to RoHS ink compliance when applicable

HP Custom Logo Printing Service (continued)

- Requires that the customer chooses the total logo area. This can be based on the HP size preferences provided or the customer can define its size preferences, which needs to be informed at first
- Requires that the customer sends the high-definition logo file and define the laser-engraving depth or allow HP to decide it
- Requires the customer to provide the estimated number of units to be printed
- Requires that the customer defines the number of colors and PANTONE® standard of each color, when applicable
- Requires that the customer approves this service via pictures or physical samples before starting the mass production at HP factories

SERVICE LIMITATIONS:

- Custom logo printing cannot be applied on the packaging
- This service is only available depending on customer requirements:
 - Speak to your HP Sales Representative or CSPM to get further information about estimated time and cost

HP Predefined Asset Tagging Service

With this service, HP will affix asset tags on products or packaging with predefined artwork on standard labels at the factory to simplify the customer's warehousing and asset management processes. The customer can add one of these services to ensure that the asset tag will be applied on their ordered product. HP will affix the label to the device at the factory and provide reporting three (3) business days after the product is shipped.

THE FOLLOWING OPTIONS ARE AVAILABLE AS PART OF HP PREDEFINED ASSET TAGGING SERVICE:

- Serial number
- MAC ID
- UUID
- HBMA
- WLAN
- PKID

THIS SERVICE:

- Provides the following data values: serial number, MAC address 1 and 2, universal unique identifier (UUID), HBMA, WLAN, and PKID
- Uses HP standard labeling materials artwork layout and HP default placement
- Provides the affixing of a tag on the product or packaging
- Provides a label size of 75 mm x 40 mm
- Requires the customer to select the appropriate service or service combination (e.g., chassis + packaging)

HP Predefined Asset Tagging Service (continued)

SERVICE LIMITATIONS:

- This service is not supported on exception hardware platforms
- Customer-defined materials are not included in this service
- Customer-specific artwork layout is not part of this service
- Non-HP default placement is not available with this service
- Non-HP proposed data content is not part of this service
- The HP default data description that precedes the data value cannot be overridden

HP Security Tagging Service

HP Security Tagging Service provides factory-applied security labels with antitheft features, along with a database management system, to deter theft and improve device security. The HP Custom Security Tag will be procured by HP and is affixed to an HP standard placement on the PC system. Any lost or stolen PC with an HP Custom Security Tag that is recovered will be shipped back to the customer free of charge.

THIS SERVICE:

- Provides the application of labels in an HP-defined placement as the default
- Provides a unique HP-defined HP Standard Security Tag number
- Includes reporting of the unique HP-defined number in the HP shipping database within three (3) days after the unit is shipped from the HP factory
- Provides automatic asset registration into the Oxygen StopTrack global database to improve the recovery of lost or stolen devices
- Includes the affixing of labels with special glue
- Includes the security feature of a non-removable indelible red imprint on the chassis if the security label is removed (resists a pull force up to 400kg)
- Requires the customer to report lost or stolen equipment on stoptrack4hp.com
- Provides for the return of retrieved equipment (if found and reported) to the owner

SERVICE LIMITATIONS:

- Customer-specific artwork layout is not part of this service
- Customer-defined HP Standard Security Tag number is not available with this service
- The customer cannot select tag placement as only a default placement predetermined by HP is available
- The ability to remove the HP Security Tags (e.g., for recycling or reselling purposes) is not part of this service

HP Drop-in PC Packaging Service

With Drop-in PC Packaging Service, customers can leverage HP's logistics and inventory capabilities at the factory to add custom documents, such as instructions for activating devices, that will improve the end-user setup experience. This service can also be extended to small items, such as cables or small accessories, that fit into the original device system packaging.

Additionally, this service can be used to remove packaged documents and instructional materials. This results in decreased packaging, which supports green initiatives and reduces the need to manage multiple packages that support a single device.

HP Drop-in PC Packaging Service (continued)

THIS SERVICE:

- Requires that the customer purchases one service for each request of a unique category of DIB item. The following are examples of those items that can be included: client-provided instructions/documents, cables, materials, letters, and fliers.
The customer is not restricted on the quantities for each requested DIB item if the collective fit of all DIB items in a configuration still falls within the boundaries of the shipping packaging.
- Includes the option to have HP purchase items on behalf of the customer, which would include the procurement costs of those items.
- Requires that the customer ensure the availability of sufficient inventory for customer-sourced items in HP factories (including a 1 percent yield) to support ordering requirements.
- Provides HP's assurance that validated items will fit into the system packaging, or will involve HP working with the customer to make adjustments as needed.
- Requires the customer to verify that items to be integrated are not hazardous or prohibited materials.

SERVICE LIMITATIONS:

- This service does not involve the design and development of new shipping packaging
- This service is not related to Overpack services
- This service is not compatible with the Desktop Bulk Packaging Service
- Hazardous or prohibited materials may cause HP to decline to provide the service

ROLES AND RESPONSIBILITIES

Table 1 provides a brief overview of the roles and responsibilities to help ensure a successful Tagging and Packaging Services.

Table 1. HP and customer roles and responsibilities

| ACTIVITY | HP | CUSTOMER |
|---|----|----------|
| Provide a process for collecting the customer's requirements | • | |
| Define and submit requirements and specifications | | • |
| Validate capabilities and functionality of the service | • | |
| Complete testing and obtain the customer's acceptance | • | |
| Provide final acceptance of and approval for implementation prior to deployment | | • |

General responsibilities

Order cancellation: Customer may cancel orders for this service prior to appointment booking delivery at no charge.

Confidentiality: Customer is responsible for the security of its proprietary and confidential information. Information exchanged under this Agreement will be treated as confidential if identified as such at disclosure or if the circumstances of disclosure would reasonably indicate such treatment. Confidential information may only be used for the purpose of fulfilling obligations or exercising rights under this Agreement, and shared with employees, agents, or contractors with a need to know such information to support that purpose. Confidential information will be protected using a reasonable degree of care to prevent unauthorized use or disclosure for 3 years from the date of receipt or (if longer) for such period as the information remains confidential. These obligations do not cover information that: i) was known or became known to the receiving party without an obligation of confidentiality; ii) is independently developed by the receiving party; or iii) where disclosure is required by law or a governmental agency.

General Responsibilities (continued)

Personal information: Each party shall comply with their respective obligations under applicable data protection legislation. HP does not intend to have access to personally identifiable information (PII) of customers in providing services. To the extent HP has access to customer PII stored on a system or device of customer, such access will likely be incidental and customer will remain the data controller of customer PII at all times. HP will use any PII to which it has access strictly for purposes of delivering the services ordered. Customer is responsible for the security of its proprietary and confidential information, including PII.

Ordering Information

All Tagging and Packaging Services must be ordered with HP hardware. To ensure that all services are validated, communicated to the factory, and ready for implementation on devices during the manufacturing process, customers must provide HP with complete requirements using the process provided by HP and allow for appropriate setup time before orders can ship with the custom settings applied.

These services can be ordered using the following part numbers:

- HP PC BIOS Asset Tagging Service (AY109AV)
- HP Standard Asset Tagging Service (AY111AV)
- HP Customer-Supplied Asset Tagging Service (AY112AV)
- HP Custom Asset Tagging Service (AY113AV)
- HP Custom Security Tagging Service (AY114AV)
- HP Custom Logo Printing Service (AY127AV)
- HP Predefined Asset Tagging Service:
- HP Chassis Tag Service Variant 1 (AY128AV):
 - SN+MAC1+UUID Service (YT942AV)
 - SN+HBMA+UUID Service (3EG00AV)
 - SN+MAC1+UUID+PKID Service (766U3AV)
 - SN+HBMA+UUID+PKID Service (766U4AV)
- HP Chassis Tag Service Variant 2 (AY129AV):
 - SN+MAC1+MAC2 Service (YT925AV)
 - SN+HBMA+WLAN Service (3EG01AV)
 - SN+MAC1+MAC2+PKID Service (766U5AV)
 - SN+HBMA+WLAN+PKID Service (766U6AV)
- HP Packaging Tag Service (AY130AV)
 - HP Packaging Tag w/SN and MAC1 and MAC2 and UUID (YT926AV)
 - HP Packaging Tag w/SN and HBMA and WLAN and UUID (3EG02AV)
 - HP Packaging Tag SN+MAC1+UUID+PKID SVC (766U7AV)
 - HP Packaging Tag SN+HBMA+UUID+PKID SVC (766U8AV)
- HP Drop-In PC Packaging Service (AY115AV)

Learn more at hp.com/go/configuration or contact your HP Sales Representative



HP Services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. The customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with an HP product.

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